

Kineton Sports & Social Club – Steward Advert

KSSC are seeking a friendly, professional, well presented person to lead our small team of staff in our member's club. As the Club Steward, you will be responsible for managing, planning, monitoring and controlling all aspects of the club and its facilities. The key aim of this role is to grow usage of the club by giving customers a consistently enjoyable experience.

As the Club Steward your duties will include:

- Ensuring First Rate customer service from yourself and your staff
 - A strong work ethic, the ability to work long hours, and a commitment to succeed
 - To achieve agreed standard of service, ensure relevant product knowledge and train the team to reach the highest levels of customer satisfaction
 - To report any problemsetc.
- Bar Management
 - Ensure the bar is opened and closed in accordance with the Club's agreed opening hours.
 - Being available at the club at short notice to deal with issues such as staff not turning up, alarms, etc.
 - Ensure bar and cellar equipment is maintainedetc.
- Staff Management
 - Recruit appropriate staff and organise staff training to ensure First Rate standards of customer service and cleanliness
 - Ensure there is appropriate staffing available at all times for bar, cellar and cleaningetc.
- Cleanliness
 - Manage the overall cleanliness of the main club building including all public areas including the toilets, bars, external approach, outside seating area and hall. The coffee machine, kitchen and cellar will be included in this function.
- Bookings
 - Manage all hall booking, ensuring both the desk diary and the on line diary are up to date at all times.
 - Oversee the physical setting up and breaking down of all hall booking events. This includes the preparation of the lower bar (if booked). Note - Some hall bookings may requireetc.
- Membership
 - Act as membership secretary. This will include maintaining an accurate membership database, managing both face to face and online memberships, distribution of membership cards and handling any membership queries

Please note: This position does not offer accommodation.

Job Type: Fixed term year contract (6-month trial period), Variable hours

Experience: Bar Management: 1 year (Preferred)

Qualifications: Personal Licence (If not held then must be obtained during trial period)
Driving Licence (If not held then you must explain how you will access the club at short notice)
IT skills (Excel, Word), GCSE Maths and English

Remuneration: A combination of hourly rate for bar work and profit related pay for management

Closing Date for applications: 17/07/2020